
*Status:	Scheduled
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ATTACHMENT 4

**EXAMPLES OF METRICS AFFECTED BY
METRICS CHANGE CONTROL PROCESS**

<u>Metrics Affected</u>	<u>Data Months Affected</u>
P-01 ¹	November 2001
OR-1 ²	January 2001 March 2001
OR-2 ²	January 2001 March 2001
OR-3 ²	January 2001 March 2001
OR-4 ²	January 2001 March 2001
OR-5 ²	January 2001 March 2001
OR-6 ²	January 2001 March 2001
OR-7 ²	January 2001 March 2001
OR-8 ²	January 2001 March 2001
OR-9 ²	January 2001 March 2001
PR-1-01 ³	September 2001
PR-1-02 ³	September 2001
PR-1 ⁴	September 2001
PR-2 ⁴	September 2001
PR-3 ⁴	September 2001
PR-1-01 ⁵	September 2001
PR-2-01 ⁵	September 2001
PR-1-10 ⁶	August 2001
PR-1-11 ⁶	August 2001
PR-2-10 ⁶	August 2001
PR-2-11 ⁶	August 2001
OR-5-01 ⁷	August 2001

<u>Metrics Affected</u>	<u>Data Months Affected</u>
OR-5-02 ⁷	August 2001
OR-5-03 ⁷	August 2001
NP-6-01 ⁸	April 2001 June 2001
BI-2 ⁹	May 2001 July 2001
MR-2-01 ¹⁰	September 2001
MR-2-05 ¹⁰	September 2001
MR-4-01 ¹⁰	September 2001
MR-4-02 ¹⁰	September 2001
MR-4-04 ¹⁰	September 2001
MR-4-06 ¹⁰	September 2001
MR-4-07 ¹⁰	September 2001
MR-4-08 ¹⁰	September 2001
MR-5-01 ¹⁰	September 2001
PR-6-01 ¹¹	August 2000, July 2001
PR-6-03 ¹¹	August 2000, July 2001
OR-1-01 ¹²	June 2000 July 2001
OR-1-02 ¹²	June 2000 July 2001
OR-1-03 ¹²	June 2000 July 2001
OR-1-04 ¹²	June 2000 July 2001
OR-1-05 ¹²	June 2000 July 2001
OR-1-06 ¹²	June 2000 July 2001
OR-1-07 ¹²	June 2000 July 2001
OR-1-08 ¹²	June 2000 July 2001

<u>Metrics Affected</u>	<u>Data Months Affected</u>
OR-1-09 ¹²	June 2000 July 2001
OR-1-10 ¹²	June 2000 July 2001
OR-2-01 ¹²	June 2000 July 2001
OR-2-02 ¹²	June 2000 July 2001
OR-2-03 ¹²	June 2000 July 2001
OR-2-04 ¹²	June 2000 July 2001
OR-2-05 ¹²	June 2000 July 2001
OR-2-06 ¹²	June 2000 July 2001
OR-2-07 ¹²	June 2000 July 2001
OR-2-08 ¹²	June 2000 July 2001
OR-2-09 ¹²	June 2000 July 2001
OR-2-10 ¹²	June 2000 July 2001
OR-5-01 ¹²	June 2000 July 2001
OR-5-02 ¹²	June 2000 July 2001
OR-5-03 ¹²	June 2000 July 2001
PR-2-11 ¹³	June 2000 July 2001
PR-4-01 ¹³	June 2000 July 2001
PR-4-02 ¹³	June 2000 July 2001

<u>Metrics Affected</u>	<u>Data Months Affected</u>
PR-4-03 ¹³	June 2000 July 2001
PR-4-04 ¹³	June 2000 July 2001
PR-4-05 ¹³	June 2000 July 2001
PR-4-06 ¹³	June 2000 July 2001
PR-4-07 ¹³	June 2000 July 2001
PR-4-08 ¹³	June 2000 July 2001
PR-4-09 ¹³	June 2000 July 2001
BI-3-01 ¹⁴	November 2000 August 2001
BI-3-03 ¹⁴	November 2000 August 2001
OR-1-04 ¹⁵	June 2000 August 2001
OR-1-06 ¹⁵	June 2000 August 2001
OR-2-04 ¹⁵	June 2000 August 2001
OR-2-06 ¹⁵	June 2000 August 2001
PR-6-01 ¹⁶	June 2000 - October 2001
PR-6-03 ¹⁶	June 2000 - October 2001
OR-1-03 ¹⁷	June 2000 - September 2001
OR-1-04 ¹⁷	June 2000 - September 2001
OR-1-05 ¹⁷	June 2000 - September 2001
OR-1-06 ¹⁷	June 2000 - September 2001
OR-1-07 ¹⁷	June 2000 - September 2001
OR-1-08 ¹⁷	June 2000 - September 2001
OR-1-09 ¹⁷	June 2000 - September 2001

<u>Metrics Affected</u>	<u>Data Months Affected</u>
OR-1-10 ¹⁷	June 2000 - September 2001
OR-2-03 ¹⁷	June 2000 - September 2001
OR-2-04 ¹⁷	June 2000 - September 2001
OR-2-05 ¹⁷	June 2000 - September 2001
OR-2-06 ¹⁷	June 2000 - September 2001
OR-2-07 ¹⁷	June 2000 - September 2001
OR-2-08 ¹⁷	June 2000 - September 2001
OR-2-09 ¹⁷	June 2000 - September 2001
OR-2-10 ¹⁷	June 2000 - September 2001
OR-3-01 ¹⁷	June 2000 - September 2001
OR-5-01 ¹⁷	June 2000 - September 2001
OR-1 ¹⁸	June 2000 - September 2001
OR-6-03 ¹⁹	August 2000 - September 2001
PR-1-01 ²⁰	June 2000 - August 2001
PR-1-09 ²⁰	June 2000 - August 2001
PR-1-12 ²⁰	June 2000 - August 2001
PR-2-01 ²⁰	June 2000 - August 2001
PR-2-09 ²⁰	June 2000 - August 2001
PR-2-18 ²⁰	June 2000 - August 2001
PR-3-01 ²⁰	June 2000 - August 2001
PR-3-02 ²⁰	June 2000 - August 2001
PR-3-04 ²⁰	June 2000 - August 2001
PR-3-11 ²⁰	June 2000 - August 2001
OR-1-03 ²¹	July 2000 - September 2001
OR-1-04 ²¹	July 2000 - September 2001
OR-1-05 ²¹	July 2000 - September 2001
OR-1-06 ²¹	July 2000 - September 2001
OR-1-07 ²¹	July 2000 - September 2001
OR-1-08 ²¹	July 2000 - September 2001
OR-1-09 ²¹	July 2000 - September 2001

<u>Metrics Affected</u>	<u>Data Months Affected</u>
OR-1-10 ²¹	July 2000 - September 2001
OR-1-03 ²²	June 2000 - August 2001
OR-2-04 ²¹	July 2000 - September 2001
OR-2-05 ²¹	July 2000 - September 2001
OR-2-06 ²¹	July 2000 - September 2001
OR-2-07 ²¹	July 2000 - September 2001
OR-2-03 ²¹	July 2000 - September 2001
OR-1-04 ²²	June 2000 - August 2001
OR-1-05 ²²	June 2000 - August 2001
OR-1-06 ²²	June 2000 - August 2001
OR-1-07 ²²	June 2000 - August 2001
OR-1-08 ²²	June 2000 - August 2001
OR-1-09 ²²	June 2000 - August 2001
OR-1-10 ²²	June 2000 - August 2001
OR-2-03 ²²	June 2000 - August 2001
OR-2-04 ²²	June 2000 - August 2001
OR-2-05 ²²	June 2000 - August 2001
OR-2-06 ²²	June 2000 - August 2001
OR-2-07 ²²	June 2000 - August 2001
OR-2-08 ²²	June 2000 - August 2001
OR-2-09 ²²	June 2000 - August 2001
OR-2-10 ²²	June 2000 - August 2001
PR-1 ²³	June 2000 - August 2001
PR-2 ²³	June 2000 - August 2001
PR-3 ²³	June 2000 - August 2001
BI-3-01 ²⁴	February 2001 - September 2001
BI-3-03 ²⁴	February 2001 - September 2001
BI-8-02 ²⁴	February 2001 - September 2001
BI-8-02 ²⁴	February 2001 - September 2001
PO-2-02 ²⁵	December 2001

<u>Metrics Affected</u>	<u>Data Months Affected</u>
PO-1-07 ²⁶	August, 2001, September 2001, October 2001, November 2001
PO-2-02 ²⁷	November 2001
PO-4-02 ²⁸	February 2001 - December 2001

END NOTES

¹ Change Control Notification CC#CCNJ 2001-00900-Pre. "With the implementation of CCxx2001-00524-Pre in April 2001, it was discovered that the Wholesale EnView EDI and CORBA PGP scripts occasionally timeout before a response is received due to incorrect code on the EDI/CORBA parser server. This causes the transactions to error and not be captured in the timeout metric calculation or any other PO metric calculation. These transcripts are valid and should be included."

² Change Control Notification CC#CCNJ 2001-01770-Ord. "During an internal review of Jan and Feb 2001 ordering metrics a discrepancy in metric counts was discovered. An investigation uncovered faulty program logic which caused denominators to be off by a maximum of 2. Only the following metrics, OR-1-01, 1-03, 1-04, 1-05, 1-06, 2-03, 3-01, 5-01, 7-01 were affected in the Jan and Feb data months. This change request is to advise that the correction in program logic was made in May 2001 without an approved change control and no longer produces variations in the metric denominators." It should be noted that the notice states that January and March data were affected. However, the notice elsewhere states that February was impacted.

³ Change Control Notification CC#CCNJ 2001-01949-Pro. "The PR-1-01 and 1-02 metrics include cancelled orders in the calculation of Offered Interval. PR-1-01 measures the offered interval No Dispatch orders. PR-1-02 measures the offered interval on Dispatched orders. When dispatched (PR-1-02) 2-Wire Digital and 2-Wire xDSL Loop orders are cancelled, SORD captures them in the No Dispatch metric (PR-1-01). This occurs because SORD determines the primary dispatched indicator through a feed from WFA. Canceled orders never get dispatched. Therefore, they do not carry a dispatched indicator. In the absence of a dispatch indicator, SORD categories canceled Dispatched orders in the No Dispatch metric. This has caused the No Dispatch offered interval to inflated with dispatched intervals from canceled orders."

⁴ Change Control Notification CC#CCNJ 2001-02033-Pro. "On the Master Purchase Order Number (PON)/LSR file, the CLEC ID field contains a three character alpha designation from the LSR. This three character field is converted to a 4 character numeric field in the Service Order Processors (SOP), which feeds SORD. The requirement for matching SORD records to the Master PON/LSR file is to match on PON number and CLEC ID in both systems. When PON/SORD data is compared against the Master Pon file, matches are not returned due to the difference in the CLEC ID fields. Since there are no matches, SORD is unable to adjust the intervals for after 5PM receipt time."

⁵ Change Control Notification CC#CCNJ 2001-02102-Pro. “An August 2001 review of intervals documentation for Resale products revealed that the standard interval for “as-is” migration orders is same day or one day depending upon LSR receipt time. Therefore, Resale “as—is” migration orders with a customer desired due date of greater than one day should be excluded from the metrics.”

⁶ Change Control Notification CC#CCNJ 2001-02108-Pro. “Change Controls CCMSTR2001-00615 and 2001-00625 inappropriately applied standard disconnect intervals and incorrectly excluded certain disconnect orders from the metric calculation. Analysis in August 2001 revealed that while disconnect orders for POTS generally have a same day interval, other services like ISDN, Centrex and Specials have greater than same day intervals. Further analysis is required to correctly identify disconnect intervals by product and determine if systems have the ability to apply varying standard intervals across products. Until this analysis is completed, the coding implemented under change controls 615 and 625 will be removed.”

⁷ Change Control Notification CC#CCNJ 2001-02189-Ord. “Recent analysis has revealed that a number of orders initially marked as eligible for Flow Through had the Flowthrough Indicator change to “N” (No) even though they did flow through and the appropriate electronic confirmation notices were provided to the CLECs. These orders are included in the denominator but are erroneously excluded from the numerator thus reducing the performance results.”

⁸ Change Control Notification CC#CCNJ 2001-02271-Net. “The NP-6-01 quarterly performance reported in June 2001 was incorrect. The data reporter for NP-6-01 inadvertently used the Affiliate Aggregate file for Retail performance.”

⁹ Change Control Notification CC#CCNJ 2001-02287-Bil. “The Billing Reformat System (BRS) team observed a disparity in the denominator (count of paper Carrier Bills distributed) for the May and June 2001 data month for the Timeliness of Carrier Bill (BI-2) metric. This disparity became apparent since a history of this metric produced flat results over time. Although observations identified were incorrectly stated, the Verizon Billing system distributed all bills on time and the timeliness metric was unaffected.”

¹⁰ Change Control Notification CC#CCNJ 2001-02298-Mai. “To comply with the 5/17/2000 revision to the FCC UNE Remand order, Verizon began to offer Dark Fiber, where available, as an unbundled network element (UNE) to CLECs throughout the footprint. Dark Fiber is a continuous fiber optic strand in an existing in-place fiber optic cable sheath owned by Verizon. Dark Fiber is not considered a UNE loop, EEL or IOF. Dark Fiber is a separate product that is not considered part of the 271 filing and not measured in Verizon’s performance. Therefore, it should not be counted in the UNE loop or UNE Specials metrics.”

¹¹ Change Control Notification CC#CCNJ 2001-02329-Pro. “It was determined in August 2001 that the Provisioning file used to score installation trouble reports (I codes) contained inconsistent circuit data for Retail and Resale 2-Wire Digital products. This inconsistency results in non-scoring of some repeat installation trouble reports (I codes).”

¹² Change Control Notification CC#CCNJ 2001-02404-Ord. “Investigation has revealed that the categorization of stand alone directory listings for certain request types has not been accurate. The listings are being incorrectly omitted from the UNE OR metrics. This issue was identified with the June 2001 system release which replaced DCAS with Request Manager in certain

Verizon locations. Request Manager did not contain the same categorization functionality for stand alone directory listings as DCAS. This issue has affected Request Manager transactions since inception.”

¹³ Change Control Notification CC#CCNJ 2001-02461-Pro. “The sampling error formula and associated Z score results have been incorrect since June 2000 for NJ monthly C2C Aggregate Reports. Currently, the sampling error will only populate when there is at least one Verizon observation and the CLEC Observations are 10 or greater. The sampling error should populate whenever there is a Verizon observation and at least one CLEC Observation. In addition, in the formula, the denominator incorrectly adds Verizon observations to Verizon observations when the denominator should add Verizon Observations to CLEC observations.”

¹⁴ Change Control Notification CC#CCNJ 2001-02543-Bil. “A Wholesale Billing Assurance & Solutions review identified that Reseller discounts were not removed from the denominator used for the calculation of the BI-3-01 and BI-3-03. This problem was uncovered in September 2001.”

¹⁵ Change Control Notification CC#CCNJ 2001-02603-Ord. “Currently, those DS1s and DS3s that are ordered in quantities less than 10 are incorrectly measured against a 48 hour interval. A C2C Guideline footnote states that orders requiring a facility verification are measured against a 72 hour interval. Because they require facility verification, DS1s and DS3s that are ordered in quantities less than 10 lines must be re-classified to comply with the 72 hour interval.”

¹⁶ Change Control Notification CC#CCNJ 2001-03260-Pro. “Internal review in October 2001 revealed that the data used in the calculation of the Numerator of PR-6-01 and PR-6-03 for I codes does not currently capture all area codes. Area code 201 is included in the data, but area codes 732, 973, 609, 856, 908 are not.”

¹⁷ Change Control Notification CC#CCNJ 2000-00106-Ord. A small percentage of ASRs are duplicate records caused by Verizon’s transactions processed by multiple service representatives.”

¹⁸ Change Control Notification CC#CCNJ 2001-00640-Ord. “The C2C guidelines require Verizon to include Local Service Request Confirmations (LSRC) resent due to Verizon error in the Order Confirmation Timeliness (OR-1) metrics. This has been a requirement in the NJ C2C Guidelines since June, 2000. Since Verizon does not currently have the ability to distinguish reasons for resent confirmations, the state commissions were notified by Verizon of an interim process that would use the first FOC.”

¹⁹ Change Control Notification CC#CCNJ 2001-00693-Ord. “This metric was required in August but was populated with incorrect data. The metric included all resent LSRs instead of only LSRs resent due to actions by Verizon.”

²⁰ Change Control Notification CC#CCNJ 2001-01780-Pro. “During an internal review, it was revealed that SORD is currently excluding a combined total of negative intervals and >200 day intervals for both affected and completed metrics.”

²¹ Change Control Notification CC#CCNJ 2001-01732-Ord. “Current LSR processing does not allow the Ordering Metrics Database/Ordering Metrics Management (OMD/OMM) Systems to accurately capture the number of lines impacted by a LSR. This problem has existed since July

2000. A mechanical process to capture total line count on all LSRs is required. This will allow Verizon to accurately capture the number of lines impacted in all instances...IT initiative required.”

²² Change Control Notification CC#CCNJ 2001-01877-Ord. “The determination of the number of lines on an LSR is being processed incorrectly by Request Manager causing overstating on the number of lines. This change will provide for correct reporting or data for these metrics...IT initiative required.”

²³ Change Control Notification CC#CCNJ 2001-01915-Pro. “This change will correct negative intervals when service order application dates and due dates fall in the same weekend.”

²⁴ Change Control Notification CC#CCNJ 2001-01818-Bil. “Certain billing adjustments have been incorrectly included in BI-8 when they should have been included in BI-3. Depending upon how adjustments are entered by the Customer Billing Organization (CBO) they either flow correctly to the BI-3 metric or incorrectly to the BI-8 metric causing both metrics to be calculated incorrectly.”

²⁵ Change Control Notification CC#CCNJ 2001-03145-Pre. “The calculation of PO-2 is based on interface outages captured by EnView and those reported by CLECs. EnView transactions run on EDI server pairs. A new pair of servers was implemented in May 2001. EnView transactions associated with these servers should now be included in the metric calculation for PO-2-02.”

²⁶ Change Control Notification CC#CCNJ 2001-03258-Pre. “The calculation of PO-1-07 CLEC performance is based on simulated EnView transactions. The performance results for PO-1-07 only include EnView transactions for one of the two EDI servers that handles CLEC EDI transactions. A new EDI server was implemented in May 2001. EnView transactions associated with this new server pair should be included in the calculation of PO-1-07.”

²⁷ Change Control Notification CC#CCNJ 2001-03248-Pre. “With the implementation of PreOrder LSOG5 on 10/31/01, EnView began sending EDI LSOG-5 compliant transactions to the backend systems for measuring PO-2. Following the transition of EnView to LSOG-5, errors were identified in the EDI Enview process which caused certain transactions to fail and for failed transactions to be incorrectly marked as successful.”

²⁸ Change Control Notification CC#CCNJ 2001-02839-Pro. “In February 2001, metric reporting for PR-4-02 and PR-5-03 migrated from SORD to ED. A review of PA PR-4-02, PR-5-02 and PR-5-03 Specials, EEL, IOF and Trunk data in August 2001 revealed that the average delay reported by the Evidentiary Database (ED) for PR-4-02 and the greater than 15 day and greater than 60 delay reported in PR-5-02 and 5-03 respectively are not calculated correctly. Only Verizon-caused delays should be reported in these metric[s]. If there is a customer delay embedded in the total delay, those days should be removed.”

ATTACHMENT 5

ILLUSTRATIVE EXAMPLE

		Standard	Perf.	Observations
OR-5-03		95.00%	80.00%	5000

Diff in Perf	1	15.00%
Measured Units	2	5000
No. Affected Units (Line 1*Line 2)	3	750
Moderate Per Unit Credit Per IP	4	\$75
CLEC Credit (Line 3*Line 4)	5	\$56,250

No. of Units Manually Processed (Line 2*20%)	6	1000
25% of Customers Remain w/VNJ (Line 6*25%)	7	250
Annual Local Revenue Per Customer (Line 7*\$18/mo.*12 mos.)	8	\$216.00
Local Revenue Benefit to VNJ (Line 7*Line 8)	9	\$54,000.00